

[2 August, 2001]

RAJYA SABHA

**Rural Information Technology Network**

\*169. SHRI C. O. POULOSE: Will the Minister of INFORMATION TECHNOLOGY be pleased to state:

(a) the present status of the plan to build a rural information technology network;

(b) whether the first phase of the new project has run into trouble as the Expenditure Finance Committee has questioned its logic and spending pattern; and

(c) if so, the details thereof?

THE MINISTER OF INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN): (a) There is no plan to build up a rural information technology network. However, the Ministry of Information Technology has undertaken a project for setting up Community Information Centres (CICs) for socio-economic development of the community in the North Eastern region. 30 CICs have been set up under this pilot project at sites selected by the State Governments of seven North East States and Sikkim.

(b) and (c) After completion of the pilot project, the next phase of the project has been undertaken for which requisite procedural, financial and administrative approval, including approval of expenditure finance committee are being obtained. There is no trouble/problem in obtaining the aforesaid approval.

**Establishment of Complaint Cells**

\*170. SHRI RAMA MUNI REDDY SIRIGIREDDY: Will the PRIME MINISTER be pleased to state: .

(a) whether it is a fact that Government have failed to comply with

the Supreme Court's order issued in 1997 for establishing complaint cells in all the departments, public sector undertakings, etc.;

(b) how many departments public sector undertakings, etc. have, so far, been able to establish such complaint cells;

(c) the number of complaints received, department-wise since the order came into force; and

(d) the action taken by Government thereon?

THE MINISTER OF STATE IN THE DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES OF THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI ARUN SHOURIE): (a) and (b) No, Sir. According to the information available, all Ministries/Departments as well as organisations under them have set up such complaint cells for grievance redress. The Government had earlier issued necessary instructions to all Ministries to set up a Public Grievance Redress Machinery in the Ministry as well as in the organisations with them under the charge of a senior officer. Based on a review of the machinery for redress of public grievances in the Government of India made in 1987, the Government, *inter alia*, decided to set up a new Organisation in the form of Directorate of Public Grievances in the Cabinet Secretariat. Accordingly, the Directorate of Public Grievances came in to being with effect from 1st April, 1988. The Directorate was set up initially to look into individual complaints pertaining to four Departments which were more prone to public complaints. Subsequently, more Departments were added in the purview of the Directorate. The Directorate is now looking into the grievances pertaining to 15 Departments/Organisations. National Informatics Centre (NIC) has developed a uniform software called Public Grievance Redress and Monitoring

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System (PGRAMS) in consultation with Directorate of Public Grievances (Cabinet Secretariat) and Department of Administrative Reforms and Public Grievances for installation in Ministries/Departments. The software is WEB-enabled. Members of the public will be able to lodge their grievances, get on line registration number and access progress of their cases. This will also enable the Department of Administrative Reforms and Public Grievances to transfer the cases to concerned Departments on-line and monitor the progress. The software is at installation and trial run stage. So far, it has been installed in 24 Ministries/Departments. Priority for installation has been given to the Departments having large public interface. The installation and activation of package is being monitored by the Directorate of Public Grievances (Cabinet Secretariat).

(c) and (d) The Department-wise grievances received in the Department of Administrative Reforms and Public Grievances during the last three years are given in Statement I (See below). These were sent to the concerned Ministries for expeditious redress under intimation to the petitioners. Depending upon the gravity of grievances, some of them have been picked up by the Department of Administrative Reforms and Public Grievances for being taken up with the concerned Ministries. The data regarding grievances received and disposed of by various Ministries/Departments during the last three years is given in the Statement II to IV.

**Statement-I**

*Department-wise Grievances received in the Department of Administrative Reforms and Public Grievances*

Department Name	1998-99	1999-00	2000-01
Comptroller and Auditor General of India	3	8	11
Central Board of Direct Taxes	27	58	53
Central Board of Excise and Customs	46	37	39
Office of the Chief Election Commissioner	1	2	6

Department Name	1998-99	1999-00	2000-01
Comptroller General of Accounts	2	3	4
Central Public Works Department	0	0	1
Cabinet Secretariat	7	3	4
Department of Agriculture and Cooperation	18	17	37
Directorate General Assam Rifles	1	0	2
Deptt. of Admn. Reforms & P.G.	1	1	1
Directorate General B.S.F.	0	0	1
Department of Chemicals & Petro-chemicals	1	4	1
Ministry of Coal	15	19	40
Department of Commerce	18	26	21
Directorate General CRPF	0	0	1
Delhi Development Authority	7	12	15
Ministry of Defence	139	218	180
Ministry of Defence (Deptt. of Defence Production)	109	189	210
Department of Disinvestment	0	0	1
Department of Expenditure	17	19	14
Department of Economic Affairs	25	27	22
Department of Economic Affairs (Banking Division)	15	58	115
Department of Economic Affairs (Insurance Division)	0	1	9
Department of Fertilizers	10	19	16
Department of Family Welfare	0	0	2
Archaeological Survey of India	0	3	3
Directorate General of Health Services	5	8	34
Directorate General of Supplies & Disposals	3	6	2
Department of Industrial Policy & Promotion	2	2	5
Department of Atomic Energy	9	15	11

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Department Name	1998-99	1999-00	2000-01
Department of Agricultural Research and Education	3	13	10
Department of Animal Husbandry & Dairying	2	7	4
Department of Biotechnology	1	0	0
Department of Culture	8	9	16
Department of Company Affairs	65	93	86
Ministry of Civil Aviation	2	9	19
Department of Consumer Affairs	10	4	4
Department of Education	31	57	81
Department of Electronics	0	2	1
Department of Food & Civil Supplies	29	31	32
Ministry of Home Affairs	108	101	109
Department of Heavy Industries	18	30	33
Department of Industrial Development	6	5	5
Department of Justice	1	2	1
Department of Official Language	0	1	1
Department of Legal Affairs	1	5	1
Department of Mines	17	27	13
Department of Posts	19	75	100
Department of Public Enterprises	5	0	3
Railway Board	6	154	295
Department of Space	1	0	3
Department of Statistics	7	4	16
Department of Science & Technology	48	44	25
Department of Steel	16	9	11
Ministry of Road Transport & Highways	9	14	33
Department of Tele-communications	20	46	104
Department of Tourism	4	1	6
Department of Women & Child Development	3	2	4

Department Name	1998-99	1999-00	2000-01
Ministry of Youth Affairs & Sports	3	5	8
Department of Power	18	14	15
Department of Pension & Pensioner's Welfare	88	199	109
Department of Personnel and Training	106	166	134
Directorate of Public Grievances	608	586	216
Department of Revenue	7	7	2
Ministry of Rural Areas and Employment	1	0	5
Department of Supply	7	2	2
Department of Sugar & Edible Oils	1	0	0
Department of Scientific & Industrial Research	0	2	2
Delhi Transport Corporation	1	0	4
Department of Environment & Forests	11	22	6
General Insurance Corporation	0	0	4
Life Insurance Corporation	1	11	14
Lok Sabha Secretariat	1	0	0
Ministry of External Affairs	14	14	6
Ministry of External Affairs (Passport Division)	2	0	3
Ministry of Food Processing Industries	0	2	0
Ministry of Health & Family Welfare	64	56	69
Ministry of Human Resource Development	0	0	1
Ministry of Information and Broadcasting	27	41	51
Ministry of Information Technology	0	1	3
Ministry of Communications	3	1	0
Ministry of Labour	38	52	98
Ministry of Parliamentary Affairs	1	0	0
Ministry of Textiles	14	17	20
Department of Urban Development	20	12	34

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Department Name	1998-99	1999-00	2000-01
Ministry of Social Justice and Empowerment	8	26	10
Ministry of Water Resources	13	21	12
Ministry of Petroleum and Natural Gas	42	22	31
Pay and Accounts Office	0	0	1
Planning Commission	4	6	6
Prime Minister's office	2	3	5
President's Secretariat	0	0	1
Rajya Sabha Secretariat	0	1	2
Staff Selection Commission	0	1	2
Union Public Service Commission	7	6	2
<b>TOTAL:</b>	<b>2033</b>	<b>2796</b>	<b>2766</b>

**Statement-II**

*Data regarding grievances received and disposed of by various Ministries/Departments during 1998-99*

S. No.	Ministries/Departments	Grievances received with B.F	Disposed of	Pending
1	2	3	4	5
1.	Agriculture and Cooperation	138	43	95
2.	Civil Aviation	7491	2160	5331
3.	Department of Supply	183	68	115
4.	Commerce	713	581	132
5.	Coal	1698	421	1277
6.	Telecommunication	81458	78440	3018
7.	Posts	1103439	827395	276044
8.	Defence	1359	1106	253
9.	Company Affairs	61303	3946	57357
10.	Central Board of Direct Taxes	2465	124	2341
11.	Health	4	2	2
12.	Food Processing Industries	0	0	0
13.	Home Affairs	9290	7277	2013

1	2	3	4	5
14.	Education	55	43	12
15.	Women and Child Development	1	—	1
16.	Industrial Policy and Promotion	182	179	3
17.	Heavy Industry	587	115	472
18.	Labour	276639	158324	118315
19.	Conventional Energy Sources	8	5	3
20.	Mines	253	89	64
21.	Personnel and Training	84	71	13
22.	Petroleum and Natural Gas	794	70	774
23.	Statistics	131	24	107
24.	Rural Development	19	3	16
25.	Science and Technology	4	4	4
26.	Textiles	69	5	64
27.	Surface Transport	1174	810	364
28.	Water Resources	772	103	669
29.	Urban Affairs and Employment	1031	240	791
30.	Atomic Energy	362	177	185
31.	Electronics	10	3	7
32.	Space	2	0	2
33.	Food and Civil Supplies	258	219	39
34.	Consumer Affairs	11	9	2
35.	External Affairs	241	40	201
		15,52,228	10,82,042	4,70,186

**Statement-III**

*Data regarding grievances received and disposed of by various Ministries/Departments during 1999-2000*

S. No.	Ministries/Departments	Grievances received with B.F	Disposed of	Pending
1	2	3	4	5
1.	Agriculture and Cooperation	125	33	92
2.	Food Processing Industries	152	28	124
3.	Civil Aviation	3250	967	2283
4.	Coal	2259	802	1457



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1	2	3	4	5
5.	Commerce	1249	741	508
6.	Industrial Policy and Promotion	20	20	—
7.	Supply	58	44	14
8.	Telecommunication	95926	83297	12629
9.	Posts	535432	403349	132083
10.	Defence	576	464	112
11.	Defence R and D	475	385	90
12.	Environment and Forests	173	24	149
13.	Economic Affairs	645	187	458
14.	Revenue	1602	369	1233
15.	Public Distribution	86	2	84
16.	Heavy Industry	310	39	271
17.	Home Affairs	1748	919	829
18.	Education	1274	685	589
19.	Information and Broadcasting	10	2	8
20.	Labour	126748	106497	20251
21.	Legal Affairs	35	24	11
22.	Company Affairs	70835	2591	68244
23.	Mines	88	37	51
24.	Non-conventional Energy Sources	9	8	1
25.	Personnel and Training	501	407	94
26.	Petroleum and Natural Gas	589	86	503
27.	Railways	3070	2983	87
28.	Statistics and Programme Implementation	43	25	18
29.	Steel	15	8	7
30.	Shipping	758	610	148
31.	Textiles	119	48	71
32.	Urban Development and Poverty Alleviation	1072	389	683
33.	Water Resources	393	78	315
34.	Atomic Energy	61	52	9
35.	Planning Commission	12	6	6
		854545	608780	245765

Statement-IV

*Data regarding grievances received and disposed of by various Ministries/Departments during 2000-2001*

S. No.	Ministries/Departments	Grievances received with B.F.	Disposed of	Pending
1.	Economic Affairs	1465	1354	111
2.	Non-conventional Energy Sources	15	—	15
3.	Home Affairs	—	—	—
4.	Mines	32	10	22
5.	Water Resources	282	32	250
6.	Rural Development	—	—	—
7.	Heavy Industry	100	3	97
8.	Administrative Reforms and Public Grievances	—	—	—
9.	Ocean Development	—	—	—
10.	Steel	1041	894	147
11.	Legislative Department	—	—	—
12.	Agriculture and Cooperation	—	—	—
13.	Food Processing Industries	96	15	81
14.	Surface and Transport	394	287	107
15.	Planning Commission	6	—	6
16.	Space	—	—	—
17.	Parliamentary Affairs	—	—	—
18.	Biotechnology	4	2	2
19.	Commerce	171	134	37
20.	Defence (DR&D)	37	17	20
21.	Fertilizer	—	—	—
22.	Industrial and Poverty Promotion	1	—	1
23.	Urban Development and Poverty Alleviation	323	116	207
24.	Atomic Energy	—	—	—
25.	Education	134	40	94
26.	Textiles	39	17	22
27.	Information and Broadcasting	231	64	167
28.	Posts	254308	194790	59518
29.	Agriculture and Cooperation	52	14	38

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S. No.	Ministries/Departments	Grievances received with B.F.	Disposed of	Pending
30.	Planning Commission	8	—	8
31.	Mines	—	—	—
32.	Telecommunications	25599	22668	2931
		284338	200057	63881

**Change in the Gadgil Formula**

**\*171. SHRI H.K. JAVARE GOWDA:**  
**SHRI P. PRABHAKAR REDDY:**

Will the PRIME MINISTER be pleased to state:

(a) whether Government are contemplating to change the Gadgil Formula regarding the distribution of Central assistance to the States;

(b) if so, the details thereof and the reasons therefor;

(c) what steps are being taken to ensure that the States performing well in the area of tax mobilization and fiscal management are not put to a disadvantage as a result of the change;

(d) whether a State's progress on national priorities like population control, child care and literacy would be given special incentive; and

(e) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PLANNING, STATISTICS AND PROGRAMME IMPLEMENTATION (SHRI ARUN SHOURIE): (a) and (b) Allocation of Normal Central Assistance (NCA) for the Annual Plans of States is presently based on the Gadgil Formula as approved by the National Development Council (NDC) in December 1991. However, the States have sought a revision of this Formula, and accordingly Planning Commission has received suggestions from various State Governments. However, there is wide divergence in the views amongst the States in this regard. In general, while the advanced States have sought higher weightage for performance, the less advanced States have sought higher weightage for backwardness.